

# Minutes of Meeting

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## Glasgow Third Party Sector Engagement Forum

To be held on **26<sup>th</sup> of April 2017** at **14.00**

Venue **Melisa House**

### Attendees

Anne Kinghorn (AK) Serco, David McLean (DM) Serco, Priscille Mulhearn (PM) Migrant Help, Charles Laughton (CL) UKVI, Carol Ann Nesbitt (CAN) TARA, Norma McKinnon (NM) Freedom From Torture, Lori Sullivan (LS) North Glasgow Integration Network, Sheila Arthur (SA) W/ASH

Apologies: Scott Ross Serco, Sarah Zadik British Red Cross, Trish McMonagle UKVI, Heather Bryson Mai Knani Serco

### Agenda items

1. Welcome and Apologies
2. Agreement of Previous Minutes
3. Matters Arising
4. Round Table updates
5. AOCB
6. Dates of Next Meeting

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| Notes of Meeting  | Action by |
|---|-----------|
| <p><b>1. Welcome and Apologies</b></p> <p>AK welcomed all to the meeting and introductions were undertaken.</p> <p><b>2. Agreement of Previous Minutes</b></p> <p>Matters Arising from previous minute</p> <p>.....</p> <p>AK provided an update on the concerns of entry to property with vulnerable SUs. There is an interim vulnerability check currently in place where Administrative support advise Maintenance Officers on a daily basis of specific vulnerabilities. There is a system review being carried out for a potential upgrade which will allow more clarity of any vulnerable groups in properties. AK also clarified that in emergency circumstances they will gain entry to property to ensure safeguarding of SU. CL advised that to minimise the safety risk to SUs entry would be gained if SU does not provide access. AK also advised that repair teams now work to a patch model that will lead to a better link with the Properties and build rapport with the SUs.</p> <p><i>**Additional note as per SA request** Discussion took place on the issue of Serco staff or contractors routinely entering properties using keys when the occupant was not there (or had not opened the door). AK advised that this was required to enable Serco to meet their target timescales for completing repairs. CL confirmed that the COMPASS contract would not be workable if keys were not used to allow workpeople access to carry them out.</i></p> <p>Consideration also needs to be given to the health and safety of SU's regarding outstanding hazards/defects not being rectified if access is not gained to the accommodation.</p> <p>.....</p> <p><b>3. Update around table</b></p> <p><b>4. AOCB</b></p> <p><b>5. Dates of next meetings in 2017- the last Wednesday of alternate months.</b></p> |           |

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